GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:2358
ANSWERED ON:09.03.2000
BOGUS BOOKING BY AIR INDIA
RAMSHETH THAKUR;UMMAREDDY VENKATESWARLU

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Air India has been the victim of a bogus booking controversy;

(b) if so, the details of the losses suffered by the Air India;

(c) the date on which this illegal booking activities were detected;

(d) the extent to which Air India has made its reservation system more user friendly;

(e) whether Air India will initiate steps to address concerns for poor sales to reservation management; and

(f) if so, the details thereof?

Answer

THE MINISTER OF CIVIL AVIATION

(PROF. CHAMAN LAL GUPTA)

(a), (b) & (c): The phenomenon of block bookings, especially on the Gulf route during the peak seasons, has come to light. This problem is being faced by most carriers operating on the Gulf routes. As and when block bookings are detected, they are cancelled by Air India, the seats are recycled and, therefore, there is no loss involved.

(d), (e) & (f): Various measure are being carried out with regard to reservation management. Some are:-

(i) A special Monitoring Unit has been set up to scan flights especially during the peak period and weed out block bookings.

(ii) Similar activities are being carried out by Air India field stations.

(iii) More emphasis has been laid onstrict pre and post flight checks by stations to ensure that all passengers are ticketed and multiple bookings and onward/return reservations of `no show` passengers are cancelled.

(iv) A new software ARMS is being installed.